

Atty Docket No. 020375-049800US

PTO FAX NO.: 1-571-273-8300

EXAMINER: Metjahic, Safet

Group Art Unit 2161

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**FOR THE ATTENTION OF**  
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**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that the following documents in re Application of Robert Staggs, Application No. 10/783,715, filed February 19, 2004 for METHODS AND SYSTEMS FOR PROVIDING PERSONALIZED FREQUENTLY ASKED QUESTIONS are being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Documents Attached

1. Status Request

Number of pages being transmitted, including this page: 2

Dated: August 19, 2005

  
Nina L. McNeill

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I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office, Fax No. 1-571-273-8300 on August 19, 2005.

PATENT  
Attorney Docket No.: 020375-049800US

TOWNSEND and TOWNSEND and CREW LLP

By:   
Nina L. McNeill

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Robert Staggs

Application No.: 10/783,715

Filed: February 19, 2004

For: METHODS AND SYSTEMS FOR  
PROVIDING PERSONALIZED  
FREQUENTLY ASKED QUESTIONS

Customer No.: 20350

Confirmation No. 5593

Examiner: Metjahic, Safet

Technology Center/Art Unit: 2161

STATUS REQUEST

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Subsequent to receiving an Updated Filing Receipt on July 14, 2004, Applicant has not received any further communication as to the status of the above-captioned application filed on February 19, 2004. Please advise the undersigned of the status of the application.

Respectfully submitted,



Melissa A. Haapala  
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